

## ***Virtual Best Practices Checklist***

### **Best Practices**

- Ask **"What do you understand?"** rather than "What do you NOT understand?"
  - Students are better articulate their understanding (they might not know what they don't know). You can fill in their holes as they explain their understanding of an assignment or problem.
- Be patient
  - You may have to repeat yourself more than once
- Refrain from commenting on how easy a problem, concept, or course is
- Show enthusiasm for learning
- Actively teach study and organization skills
- Use alternative methods and examples to help students understand a concept
- Establish rapport and respect your tutees.

### **Virtual Tutoring**

- Connect with the student and introduce myself.
  - Example: "Welcome. I am (Name), a student at SHS. Please give me a moment to read your question."
  - Or "Welcome. I am (Name), a student at SHS. How can I help you?"
- Ask for the student name and email in case we get disconnected.
- Restate the student's question or topic.
- Ask for information about the assignment.
- Ask the student how much time they have available to work on the question or assignment.
- Ask if the student would like to use a virtual whiteboard or connect over Zoom?

- Ask the student what they understand about the topic/assignment/question
  - Fill in holes or ask clarifying questions.
  - Use open ended questions
- Use standard English grammar and punctuation.
- Use shorter sentences when possible and break longer messages into shorter segments.
- Use the student's name often.
- Explain **why** we did what we did as well as **what**.
- Ask if the student is happy with the results of the session.
- Encourage the student to come back for more help if necessary.
- Ask the patron if they want to receive a copy of the chat transcript.
- Encourage the student to complete the survey.
- If possible, let the student disconnect first.